

WHAT IS CLAIMED IS:

1. An image forming apparatus capable of performing transmission/reception of information with a management center via communication means,
5 comprising:

a first control section that detects communication means, which is different from said communication means, when abnormality occurs in the transmission/reception of information with the
10 management center; and

a second control section that controls the transmission/reception of information with the management center by using the communication means detected by the first control section.

15 2. The image forming apparatus according to claim 1, wherein said communication means is communication means using a network line, communication means using a telephone line or communication means using a personal computer.

20 3. The image forming apparatus according to claim 1, wherein the first control section detects communication means using a telephone line.

4. The image forming apparatus according to claim 1, wherein the first control section detects
25 communication means using a personal computer.

5. The image forming apparatus according to claim 4, wherein the communication means using

the personal computer connects to the management center via a network, or connects to the management center via a telephone line using a modem.

5 6. The image forming apparatus according to claim 1, wherein when the first control means detects the communication means using a telephone line, the second control section converts the information to a two-dimensional bar code, and sends the two-dimensional bar code as a facsimile image to the
10 management center.

 7. The image forming apparatus according to claim 1, wherein when the communication means using a personal computer is detected, the second control section controls the transmission/reception of
15 information with the management center via the personal computer.

 8. The image forming apparatus according to claim 1, wherein when the first control means fails to detect the communication means, the second control
20 section controls guidance display relating to connection to any one of the communication means or relating to communication with a service center.

 9. An image forming apparatus capable of performing transmission/reception of information with
25 a management center via a network, comprising:

 first detection means for detecting whether the transmission/reception of information with the

management center is executable using a telephone line,
when abnormality occurs in the transmission/reception
of information with the management center;

5 first control means for controlling the
transmission/reception of information with the
management center using the telephone line, when
the first detection means detects that the
transmission/reception of information with the
management center is executable using the telephone
10 line;

second detection means for detecting whether
the transmission/reception of information with
a pre-provided personal computer, which is connected to
the network or the telephone line, is executable,
15 when the first detection means detects that the
transmission/reception of information with the
management center is not executable using the telephone
line; and

second control means for controlling the
20 transmission/reception of information with the
management center via the network or telephone line
using the personal computer, when the second detection
means detects that the transmission/reception of
information with the personal computer is executable.

25 10. An information communicating method for
an image forming apparatus capable of performing
transmission/reception of information with a management

center via communication means, comprising:

detecting communication means, which is different from said communication means, when abnormality occurs in the transmission/reception of information with the management center; and

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controlling the transmission/reception of information with the management center by using the detected communication means.